

W-01303A-09-0343  
SW-01303A-09-0343

ORIGINAL



0000130065

ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      99448

Date: 9/27/2011

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Barbara and Jack**      **Dose**

Account Name:      Barbara and Jack Dose

Home: (000) 000-0000

Street:      2336 W. Muirfield Drive

Work:

City:      Phoenix

CBR:

State:      AZ      Zip: 85086

Is:

Utility Company.      **Arizona - American Sewer Company**

Division:      sewer

Contact Name:      Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-10303A-09-0343 AND SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

September 26, 2011

Commissioner Arizona Corporation Commission

Commissioners Wing

1200 West Washington

Phoenix, AZ 85007-2996

SW-01303A-09-0343

Arizona Corporation Commission

DOCKETED

SEP 27 2011

DOCKETED BY

RECEIVED

2011 SEP 21 P 3:01

AZ CORP COMMISSION  
DOCKET CONTROL

Dear Commissioners:

We are writing in support of deconsolidation of the Anthem/Agua Fria Wastewater District operated by Arizona American Water Company (AAWC). We strongly believe that Anthem customers should pay for the treatment plants, facilities, and infrastructure that serve our community. As Anthem residents we pay for a state of the art wastewater treatment facility; why should we also be paying for the costs of facilities that we do not use and will never use? Anthem's system has no physical connection to the Agua Fria system - we should not pay for what

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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is not "used and useful" by Anthem residents!

We understand that deconsolidation will result in increased rates for Agua Fria customers. We also understand that the Anthem Community Council has proposed a phase-in of the rates, similar to what we experienced in the recent water rate case, as a means of softening the impact. We support this phase-in as a means of mitigating the effect of the rate increase through a 3-year phase-in of the rates.

The bottom line is that deconsolidation of the Anthem/Agua Fria wastewater district is the right thing to do under the current model for private water/wastewater systems in Arizona. It returns our service to what is "just and reasonable." To not deconsolidate is to go against the principles that the Commission has advocated and would result in different and unfair treatment for Anthem ratepayers.

Deconsolidation is consistent with the stand alone, cost of service systems owned and operated by AAWC throughout the state, and creates an even playing field. To delay until consolidation is considered is unfair; statewide consolidation has not occurred to date, and may or may not occur at an unknown time in the future. The time to correct this disparity is NOW by approving deconsolidation of the Anthem/Agua Fria wastewater district as put forth by the AAWC in their April 1 filing.

We urge you and your fellow Commissioners to right this wrong, and deconsolidate the Anthem/Agua Fria wastewater district.

Respectfully,

Barbara & Jack Dosé

Anthem, AZ 85086

\*End of Complaint\*

### Utilities' Response:

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### Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 9/27/2011

Opinion No. 2011 - 99448

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      99434

Date: 9/26/2011

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Dave and Angie**      **Nelson**

Account Name:      Dave and Angie Nelson

Home:

Street:

Work:

City:      Phoenix

CBR:

State:      AZ      Zip: 85086

is:

Utility Company:      **Arizona - American Sewer Company**

Division:      sewer

Contact Name:      Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-10303A-09-0343 AND SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

Commissioner Arizona Corporation Commission Commissioners Wing  
1200 West Washington  
Phoenix, AZ 85007-2996

Dear Commissioner:

I am writing in support of deconsolidation of the Anthem/Agua Fria Wastewater District operated by Arizona American Water Company (AAWC). I strongly believe that Anthem customers should pay for the treatment plants, facilities, and infrastructure that serve our community. As Anthem residents we pay for a state of the art wastewater treatment facility; we should not have to pay for the costs of facilities that we do not use and will never use. Anthem's system has no physical connection to the Agua Fria system - again, we should not pay for what is not "used and useful" by Anthem residents!"

I understand that deconsolidation will result in increased rates for Agua Fria customers. I also understand that the Anthem Community Council has proposed a phase-in of the rates, similar to what we experienced in the recent water rate case, as a means of softening the impact. I support this phase-in as a means of mitigating the effect of the rate increase through a 3-year phase-in of the rates.

Deconsolidation of the Anthem/Agua Fria wastewater district is the right thing to do under the current model for private water/wastewater systems in Arizona. It returns our service to what is "just and reasonable." To not deconsolidate is to go against the principles that the Commission has advocated and would result in different and unfair treatment for Anthem ratepayers.

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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Deconsolidation is consistent with the stand alone, cost of service systems owned and operated by AAWC throughout the state, and creates an even playing field. To delay until consolidation is considered is unfair; statewide consolidation has not occurred to date, and may or may not occur at an unknown time in the future. The time to correct this disparity is NOW by approving deconsolidation of the Anthem/Agua Fria wastewater district as put forth by the AAWC in their April 1 filing.

I urge you and your fellow Commissioners to right this wrong, and deconsolidate the Anthem/Agua Fria wastewater district.

Respectfully,

Dave and Angie Nelson

Anthem, AZ 85086

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 9/26/2011

Opinion No. 2011 - 99434

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      99436

Date: 9/26/2011

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

Complaint By:      First:      Last:  
Ed      Varney

Account Name: Ed Varney

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ      Zip: 85086

is:

Utility Company. Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-10303A-09-0343 AND SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

I am writing this letter to support the decoupling of Anthem's waste water treatment operation from the Aqua Fria facility. We have been unfairly charged for many years. One of the concerns that really puzzles me is that the Aqua Fria rate payers will see a dramatic increase in their charges. They have enjoyed discounted rates for many years. The higher water rates here in Anthem have impacted home values while those other communities have had less impact.

This is a case of fairness. There is no logical reason for us to continue to support facilities that we do not use. It is as if the State of Arizona should send money to the state of New Mexico because we where, at one time, joined as a territory!!

Thank you for your consideration.  
Ed Varney

Anthem, AZ 85086  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Date Completed: 9/26/2011

Opinion No. 2011 - 99436

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      99449

Date: 9/27/2011

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:

Phil

Louison

Account Name:

Phil Louison

Home: (000) 000-0000

Street:

Work:

City:

Phoenix

CBR:

State:

AZ

Zip: 85086

is:

Utility Company:

Arizona - American Sewer Company

Division:

sewer

Contact Name:

Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-10303A-09-0343 AND SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

I am a Resident of Anthem and over many years in the valley I have never see such a mess as this water de consolidation. I can't understand why if I have a new system to treat my waste water paid for only by the residents of anthem should I now pay for someone else's system that is very very old. I didn't see them try to help me pay for my system then why should I pay for theirs.

Please tell me who had this bright idea! I want to be sure that an elected official that I can vote against and or is not running again.

I do not want consolidation so please count me as a NO WAY vote. I want a de consolidation of my waste water.

Phil Louison

t Anthem AZ 85086 Thanks Phil Louison

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

\*End of Comments\*

Date Completed: 9/27/2011

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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Opinion No. 2011 - 99449

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      99433

Date: 9/26/2011

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

First:

Last:

Complaint By:      **Kathryn**      **Brown**

Account Name: Kathryn Brown

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ      Zip: 85086

is:

Utility Company.      **Arizona - American Sewer Company**

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-10303A-09-0343 AND SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

Dear Commissioners:

I am an Anthem resident, and I ask you to do the fair thing by deconsolidating our water district from the Agua Fria District.

Kathryn Brown  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

Date Completed: 9/26/2011

Opinion No. 2011 - 99433

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion      No. 2011      99435

Date: 9/26/2011

Complaint Description:      08G Consolidation - Opposed  
N/A Not Applicable

Complaint By:      First: Cheryl      Last: Gilliland

Account Name: Cheryl Gilliland

Home:

Street:

Work:

City: Phoenix

CBR:

State: AZ      Zip: 85086

is:

Utility Company: Arizona - American Sewer Company

Division: sewer

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

\*\*\*\*\* W-10303A-09-0343 AND SW-01303A-09-0343 \*\*\*\*\*

Customer sent the following -

To whom it may concern:

I am an Anthem resident struggling over the recent water rate increase and tired of paying for another district's wastewater. Please approve deconsolidation for the two wastewater districts.

Thank you,

Cheryl Gilliland  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.  
\*End of Comments\*

Date Completed: 9/26/2011

Opinion No. 2011 - 99435